



## IDENTIFICATION

Department	Position Title	
Justice	Case Manager, Specialized Courts	
Position Number	Community	Division/Region
82-17111	Yellowknife	Court Services/HQ

## PURPOSE OF THE POSITION

The case manager is the primary point of contact and provides intensive supervision and support for offenders who are subject to release orders of the Wellness Court and the Domestic Violence Treatment Option (DVTO) Court. The Wellness Court is a judicially supervised alternative aimed at providing comprehensive support for offenders with mental health issues, addictions or cognitive challenges. DVTO Court allows people who have used violence against a spouse to take responsibility for their behaviour and to participate in therapeutic programs that address spousal abuse issues. The purpose of the programs that support these Courts is to promote the principles of restorative justice and reintegration of offenders through community development and partnerships.

## SCOPE

This position:

- Reports to the Manager, Specialized Courts;
- Caseload will vary depending upon demand; up to 35 offenders per caseload: 20 DVTO Court clients, and up to 15 Wellness Court clients;
- Supervision of male and female adult offenders who are under the authority of Territorial conditional release or judicial sanctions;
- Is appointed as a Probation Officer under the *Corrections Act*;
- Is an Officer of the Court;
- Liaises with other agencies, i.e. Corrections Services, Crown, RCMP, Health and Social Services, counseling resources, community organizations, in order to effect proper supervision of offenders;
- Supervision of male and female adult clients who have complex mental health issues, addictions and/or cognitive challenges.

## **RESPONSIBILITIES**

### **1. Accountable for community supervision of offenders.**

- Provide supervision and guidance to community-based offenders who are subject to judicial interim release, probation orders, conditional sentence orders and court orders;
- Prepare various reports for the Court detailing client progress;
- Conduct scheduled meetings with the offender to ensure compliance with legal orders;
- Attend court as subject matter expert (e.g. community resources, programs, verbal reports, etc.);
- Evaluate offender compliance to legal orders and recommend breach proceedings in the event of non-compliance;
- Maintain on-going communication with other staff and the Wellness Treatment Team to ensure a consistent approach to operational processes and competency;
- Research, evaluate and recommend processes/standing orders based on legislation, acts and environmental influences, and recommend changes to directives and standing orders;
- Participate in operational meetings;
- Reports on parole supervision provided for federal/territorial reimbursement purposes;
- Timely completion of monthly statistical reports;
- Participate in or facilitate relevant staff training;
- Mentor staff to competently perform frontline role.

### **2. Perform case management duties including guidance, supervision and fundamental support for high risk/high needs clients as they progress through the Wellness Court and DVTO Court.**

- Conduct preliminary suitability assessments to determine eligibility for programs;
- Document and make recommendations regarding clients' release conditions, programming needs, etc. to the Wellness Court Team;
- Supervise and monitor clients who are high risk and have had a high level of contact with the criminal justice system, and typically have complex mental health issues, addictions or cognitive challenges;
- Evaluate offender compliance with court orders (interim judicial release; probation orders, etc.) and in the event of non-compliance, balance the initiation of breach charges under the Criminal Code with client progress in the program;
- Develop and maintain a problem-solving, therapeutic approach to case management;
- Maintain continuous contact with clients and on-going communication with all members of the Wellness Planning Team;
- Develop individualized wellness plans in collaboration with clients and Wellness Planning Team;
- Identify, initiate, deliver and participate in the development of community based programming to meet offender's dynamic needs.
- Facilitate or co-facilitate the GNWT Planning Action Responsibly Toward Non-Violent Empowered Relationships (PARTNER) program as and when required in association with the requirements of the Domestic Violence Treatment Option court

- Conduct meetings with individual clients to ensure compliance with legal orders and continually assess program needs;
- Facilitate client access to services identified as integral to their wellness plan;
- Identify personal growth, education, training, and healing opportunities to clients;
- Deliver informal one on one counseling and advice to clients;
- Collect information through assessments and interviews with the client, their family, employers, teachers, counselors and other collateral sources to provide insight in order to address the client's needs;
- Collaborate with addictions and mental health professionals, appropriate cultural supports, supportive family and community members, and other community support as required;
- Communicate and correspond, where appropriate, with victims and be knowledgeable and sensitive to victims' issues.
- Attend court as subject matter expert and attend pre-court meetings.

3. **The Case Manager will maintain and foster collaborative working relationships with Corrections Services, Public Prosecution Services of Canada, the Defence bar, non-government organizations and, other government departments and agencies (e.g. Health and Social Services, NWT Housing Corporation, RCMP) and any other key players in the specialized courts. Duties relating to this role will include:**

- Maintain excellent working relationships with key stakeholders in the Specialized Courts and other organizations that will be providing services or resources to the Specialized Courts (e.g. other government agencies, Aboriginal Organizations, non-government organizations);
- Partner with appropriate community resources to develop ways to meet identified program needs;
- Act as Chair of the Wellness Planning Team, comprised of the client, treatment and service providers as required, and the client support person(s) as required;
- Position will have contact with front line staff and managers within the Departments of Justice, Health and Social Services, Education, and others;
- Research the availability of resources in the community, which may be of assistance to the client.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent has direct interaction with clients who are high risk/high needs and under court order, in the office and in the community. The incumbent will be dealing with multiple complex issues across departments and outside agencies (e.g. NWT Housing Corporation, Yellowknife Health and Social Services Authority, Salvation Army, Tree of Peace and the departments of Justice, Health and Social Services and Education, Culture and Employment). Due to the type of work, threats of physical confrontation with clients who are high risk, may be highly intoxicated or under the influence of substances or dealing with mental health issues occurs approximately 3-4 times per week for a high degree of intensity and may last anywhere from 15 minutes to an hour. Potential exposure to hostile and unpredictable behavior poses a significant safety risk.

## **Environmental Conditions**

The incumbent is required to engage in direct interaction with clients. They will be required to conduct assessments, provide supports, develop a wellness plan, set goals, and work within a multi-disciplinary team to provide daily client case management. The diverse client base will include multiple complex clients dealing with justice and social issues (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security). There is a risk of exposure to communicable disease and the unpredictability and nature (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security) of the clientele may pose a health and safety risk. This will occur daily during business hours.

## **Sensory Demands**

The incumbent must always use combined senses of sight, touch, smell and hearing to maintain an awareness of their working environment to prevent potentially disruptive and dangerous incidents from occurring (e.g. mental health issues, signs of impairment, substance use can increase safety risk) as they are working daily with high needs clients who are dealing with justice and social issues (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security). This will occur daily during business hours.

## **Mental Demands**

The incumbent will be required to interact with high risk/high needs clients who are agitated and dealing with justice and social issues (criminal matters, homelessness, mental health, addictions, cognitive challenges and income security). Incumbent will work directly with high need clients across disciplines and may be perceived as an authoritative influence by community members and subject to verbal abuse from irate clients, family members and others. The incumbent will be frequently exposed to information of trauma and dysfunction that may include stories of physical and/or sexual abuse, homelessness and violence. The potential for mental stress and demands is considerable. Potential exposure to hostile and unpredictable behaviour poses a significant safety risk. This will occur daily during business hours and outside of regular working hours.

Court sittings may require the incumbent to work extended hours with little or no advance notice. This may occur once per month.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- A demonstrated thorough understanding of the independence of the Judiciary is required in the day-to-day interaction with the Judicial and the Executive Branch;
- Demonstrated strong analytical and critical thinking skills, and advanced communication skills both written and oral;
- Demonstrated time management and effective prioritizing workload skills;
- Self-motivated and able to work independently and as a team player;
- Demonstrated ability to work well in a cross-cultural environment/setting;
- Demonstrated understanding of cultural diversity, specifically northern Aboriginal traditions and values;

- Demonstrated ability to proficiently operate Microsoft Word, E-mail and Internet;
- Demonstrated ability to work effectively and efficiently as part of a multi-disciplined judicial team;
- Proven theoretical understanding of human behaviour and offender issues;
- Proven knowledge of community corrections techniques with the ability to exercise sound judgment in response to situations and problems;
- Demonstrated ability to interpret legislation, policy and court documents (i.e. probation orders, prosecutor information sheet, etc.);
- Proven leadership and team building skills;
- Proven case management experience in a social work or community supervision environment;
- Demonstrated ability to work in a diverse environment;
- Proven conflict resolution and negotiation skills;
- Demonstrated ability to work with a wide range of community and special interest groups;
- Proven ability to assess and evaluate human behaviour;
- Proven ability to solve complex problems.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

A university degree in a related area such as social work, criminal justice, or other social sciences, combined with two (2) years current case management experience in the Corrections/Social Services field.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

No criminal records check required  
 Position of Trust – criminal records check required  
 Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

French preferred

**Indigenous language:** Select language

Required

Preferred